

REVENUE COLLECTOR

Do you enjoy working as an effective team member in a fast-paced, multi-discipline environment? Can you use your superior customer services skills to positively and tactfully interact with the public, sometimes in challenging situations? Then, the Revenue Division may be the place for you!



We are an employer who values its people, creativity, quality service, integrity, open communication, mutual respect, and dignity

First Review of Applications:
July 22, 2015

ABOUT US

Fremont is a well-managed and innovative city, and has recently generated national attention by ranking second on the “Best Run City in America” list by 24/7 Wall Street and America’s third “Sharpest, Smartest City” by Reader’s Digest. Located in the heart of the Bay Area and Silicon Valley, Fremont prides itself on innovation, green technology, a low crime rate, great schools, a low unemployment rate, quality parks and nearby open space, and an incredibly diverse population of over 220,000 residents. As a full service city, Fremont employs nearly 900 regular employees and has an annual operating budget of approximately \$156.8 million.

Fremont is an employer that values its people, creativity, quality service, integrity, open communication, collaboration, mutual respect, and diversity. Employees find their work challenging, yet rewarding, and most importantly, enjoy the chance to make a difference through public service.

THE POSITION

Under direction of the Revenue Operations Supervisor, the Revenue Collector performs difficult public contact work to secure compliance with and public understanding of the City's business tax and regulatory ordinances administered by the Finance Department. The position carries out collection tasks on delinquent accounts and provides training to office employees engaged in the collection of business taxes and other fees. Additionally, the incumbent serves as the license authority for bingo, massage permits, peddler permits, and other miscellaneous permits.

EXAMPLES OF DUTIES

- Interpret codes, explain tax requirements and ordinance violations and determine amounts of taxes due.
- Explain requirements of, coordinates the processing of, and enforce the City's mobile vendor (peddler) and massage ordinances.
- Solicit compliance with ordinances through verbal and written communications with businesses.
- Issue violation notices or citations when compliance is not achieved.
- Institute small claims actions and represent the City during court proceedings; initiate and perform post judgment collections work.
- Negotiate with the responsible party and arrange payment arrangements on delinquent debts.
- Provide over the counter, email, and telephone information to the public regarding the City's tax ordinances and procedures.
- Perform related investigative, enforcement and public relations duties as required.
- Assist cashiers with balancing daily deposits.
- Issue and validate various business permits, such as massage, peddler, and bingo.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Canvass the City to make ensure all businesses are in compliance with City tax codes.
- Follow up on delinquent citations and payment plans.
- Perform related duties as assigned.



QUALIFICATIONS:

The ideal candidate will have any combination of education and/or experience that demonstrates possession of and competency in the requisite knowledge, skills and abilities necessary for satisfactory job performance. A typical qualifying background includes: completion of the twelfth grade with additional college coursework in Basic Accounting and three college semester units in General Business or Business Administration, **plus** at least two years increasingly responsible experience involving extensive public contact work, preferably in a debt collection or investigative capacity.

The ideal candidate will possess the following:

- ◆ Knowledge of federal and state laws and regulations related to revenue, business tax documents and requirements.
- ◆ Ability to organize and maintain complex accounting systems, records and reports.
- ◆ Skill to effectively and tactfully solicit information from the public and respond to their need for information and assistance, while achieving solutions with those that are in violation of City Codes.
- ◆ Ability to successfully use multiple software systems and programs.
- ◆ Demonstrated skill in oral and written communication.
- ◆ Desire to be an effective part of a team.

Work experience in a public agency revenue department; experience with debt collection, cash balancing, and reconciliation; and an Associate's degree in Business, Accounting, or related field are highly desirable.

Licenses/Certificates/Special Requirements

A valid Class C California Driver's License is required at time of appointment.

COMPENSATION & BENEFITS

The annual salary is \$60,405 - \$73,420, depending on qualifications.

Fremont offers an attractive benefits package, which includes, but is not limited to: CalPERS retirement plan, paid holidays, medical, dental and other city paid benefits. A complete benefits summary can be found at Fremont.gov or by using this link: [Benefits Summary](#)

This position is represented by the FACE bargaining unit. The probationary period for this position is six (6) months.

Tentative Recruitment Schedule

First Review of Applications: July 22, 2015

Oral Board Interviews/Excel Exercise: Week of July 27 , 2015

Follow-up Interviews: Week of August 10, 2015

Start Date: Late August/Early September 2015



READY TO APPLY?

To be considered for this position, apply online by submitting a completed City application and resume through our online application system: www.fremont.gov/cityjobs.

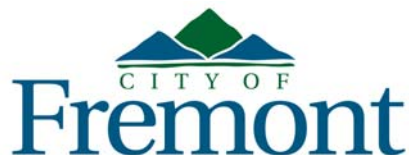
The testing process for this position may include an individual and/or panel interview, written exercise, background investigation including credit and reference checks, and other selection components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

Reasonable Accommodation

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660. The City of Fremont is an Equal Opportunity Employer.

Human Resources Department

3300 Capitol Ave., Bldg. B
Fremont, CA 94538
(510) 494-4660



The information contained herein is subject to change and does not constitute either an expressed or implied contract.

SUPPLEMENTAL QUESTIONNAIRE - REVENUE COLLECTOR

GENERAL INFORMATION:

The completion of this supplemental questionnaire is required for your application to be considered for the Revenue Collector position, and is an integral part of the examination process.

This supplemental questionnaire will be used to assess your experience as it relates to the position of Revenue Collector. Your responses will be evaluated and will assist in determining which applicants will receive further consideration in the examination process.

Your responses must be verifiable with the information on your application.

DIRECTIONS:

When you apply online you will be asked to respond to the following questions:

1. Do you have professional collection experience?
 - ☐ Yes
 - ☐ No
2. If the answer to question 1 is "Yes": What is your average daily or weekly number of collection calls or correspondences?

3. If the answer to question 1 is "Yes": Do you have experience working with collection agencies?

4. What kind(s) of customer service experience do you have (i.e. face-to-face, telephone, email)?

5. How many hours per week of face-to-face customer service do you provide?

6. How many years of experience do you have interpreting and applying Business Tax laws and/or regulations?

7. What is your skill level in Microsoft Excel?
 - ☐ Beginner
 - ☐ Intermediate
 - ☐ Advanced
 - ☐ Expert
8. What is your skill level in Microsoft Word?
 - ☐ Beginner
 - ☐ Intermediate
 - ☐ Advanced
 - ☐ Expert
9. How many years of professional experience do you have performing cash balancing and reconciliation?

10. Have you ever held a position for a public agency?

11. If the answer to question 11 is "Yes": What position, which agency, and when?
